

Trade grievances

Filing of trade-grievances/quality-complaints: In order to resolve trade disputes relating to international trade, the Directorate General of Foreign Trade (DGFT) has launched an online module for filing and tracking trade complaints.

To file a complaint with the Directorate General of Foreign Trade (DGFT), you need to use their online portal, which is accessible through the www.dgft.gov.in>Services>Quality Complaints and Trade Disputes>**Fill online application Form**

Steps to file a complaint:

- 1. Access the online portal:** Go to the DGFT website and navigate to the "Quality complaints & Trade Disputes" section under "Services".
- 2. Fill online application form:** Click on the link to fill out the online application form for quality complaints or trade grievances.
- 3. Upload documents:** Upload any relevant documents related to your complaint. These documents should be in PDF format and have a maximum size of 5MB.
- 4. Submit the application:** Submit the online application form. The system will automatically direct it to the appropriate jurisdictional Regional Authority (RA) of DGFT or SEZ, or the Indian Mission abroad if the complaint is against a foreign entity.
- 5. Receive Unique Reference Number (URN):** Upon submission, a URN starting with 'Q' will be generated and sent to the email address you provided. All future correspondence will be sent to this email.
- 6. Provide additional material (if needed):** You can provide additional documents or correspondence to the DGFT RA/SEZ or Indian Mission concerned at a later stage if required.

Important Notes:

- Ensure your email address is functional as it will be used for all future communication.
- You can track the status of your submitted complaint through "My Dashboard" > "Submitted Applications" on the DGFT portal.
- You can withdraw a submitted complaint within 2 days of submission.